HEALTH AFFAIRS

TRICARE Management Activity

Quality Healthcare for Beneficiaries with Disabilities

Dinah E. Bonelli, Director
Computer/Electronic Accommodations Program

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CAP Mission

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To provide assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities
in the Department of Defense.

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CAP Objectives

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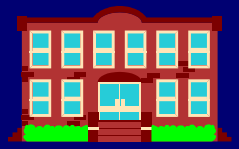
Employees with Disabilities

Programs and Activities



Accessible Information Environment

Employment and Retention of People with

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Patients' Bill of Rights

- Patient Bill of Rights and Responsibilities in the Military Health System

  -DoD Directive 6000.14

- Participation in Treatment Decisions (4.4.1.2)

  "Ensure that persons with disabilities have effective communications with members of the health system in making such decisions."

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MHS Responsibilities

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- Ensure patients with disabilities have equal access to healthcare services and benefits
- Provide improved telephone access via teletypewriters (TTYs) for patients that are deaf and hard of hearing
- Inform the community of accessible services
- Provide qualified sign language interpreters
- Provide MHS information in alternative format for patients with visual impairments

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TRICARE Service Centers

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- Appointments/referrals
- Interpreting services
- TTY access
- Information in alternative formats
- Magnification technology

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Lead Agents

- Training
- Access to customer service
- Interpreting services
- TTY access
- Information in alternative formats
- Appointments/referrals

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MTFs

- Access for appointments
- Pharmacy
- Overnight stays
- Information in alternative formats
- Access to TTYs/Interpreting service
- Access to assistive technology to enhance patient/doctor communication

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CAP's Role in Improving MHS Access

- CAP Request Form

  -TTY

  -screen magnification

  -assistive listening device

- CAP WWW Site

  -interpreter services database

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CAP WWW Site

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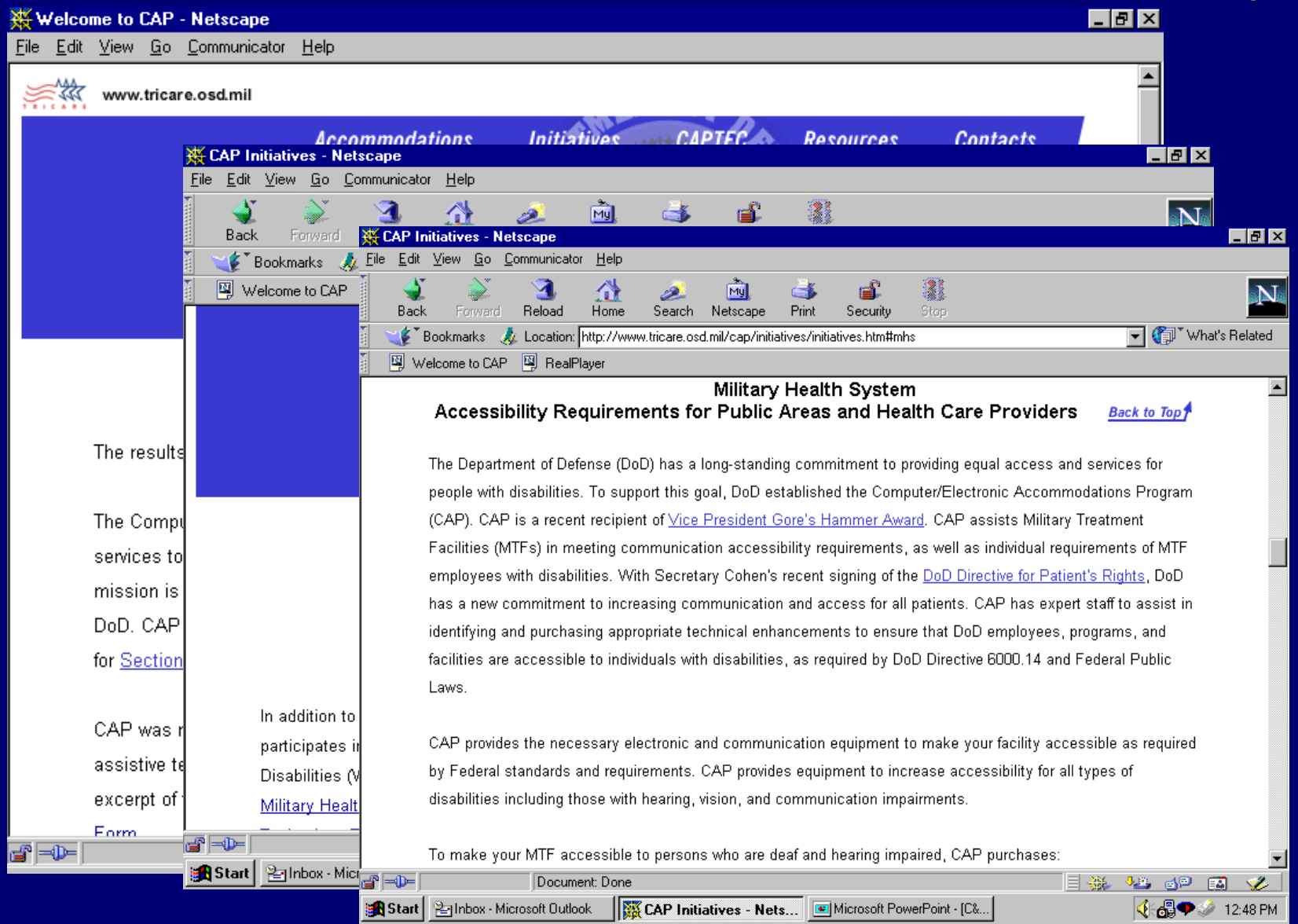
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Military Health System
Accessibility Requirements for Public Areas and Health Care Providers
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The Department of Defense (DoD) has a long-standing commitment to providing equal access and services for people with disabilities. To support this goal, DoD established the Computer/Electronic Accommodations Program (CAP). CAP is a recent recipient of Vice President Gore's Hammer Award. CAP assists Military Treatment Facilities (MTFs) in meeting communication accessibility requirements, as well as individual requirements of MTF employees with disabilities. With Secretary Cohen's recent signing of the DoD Directive for Patient's Rights, DoD has a new commitment to increasing communication and access for all patients. CAP has expert staff to assist in identifying and purchasing appropriate technical enhancements to ensure that DoD employees, programs, and facilities are accessible to individuals with disabilities, as required by DoD Directive 6000.14 and Federal Public Laws.
CAP provides the necessary electronic and communication equipment to make your facility accessible as required by Federal standards and requirements. CAP provides equipment to increase accessibility for all types of disabilities including those with hearing, vision, and communication impairments.
To make your MTF accessible to persons who are deaf and hearing impaired, CAP purchases:
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CAP Accommodations Profile by Disability (FY91-FY99)

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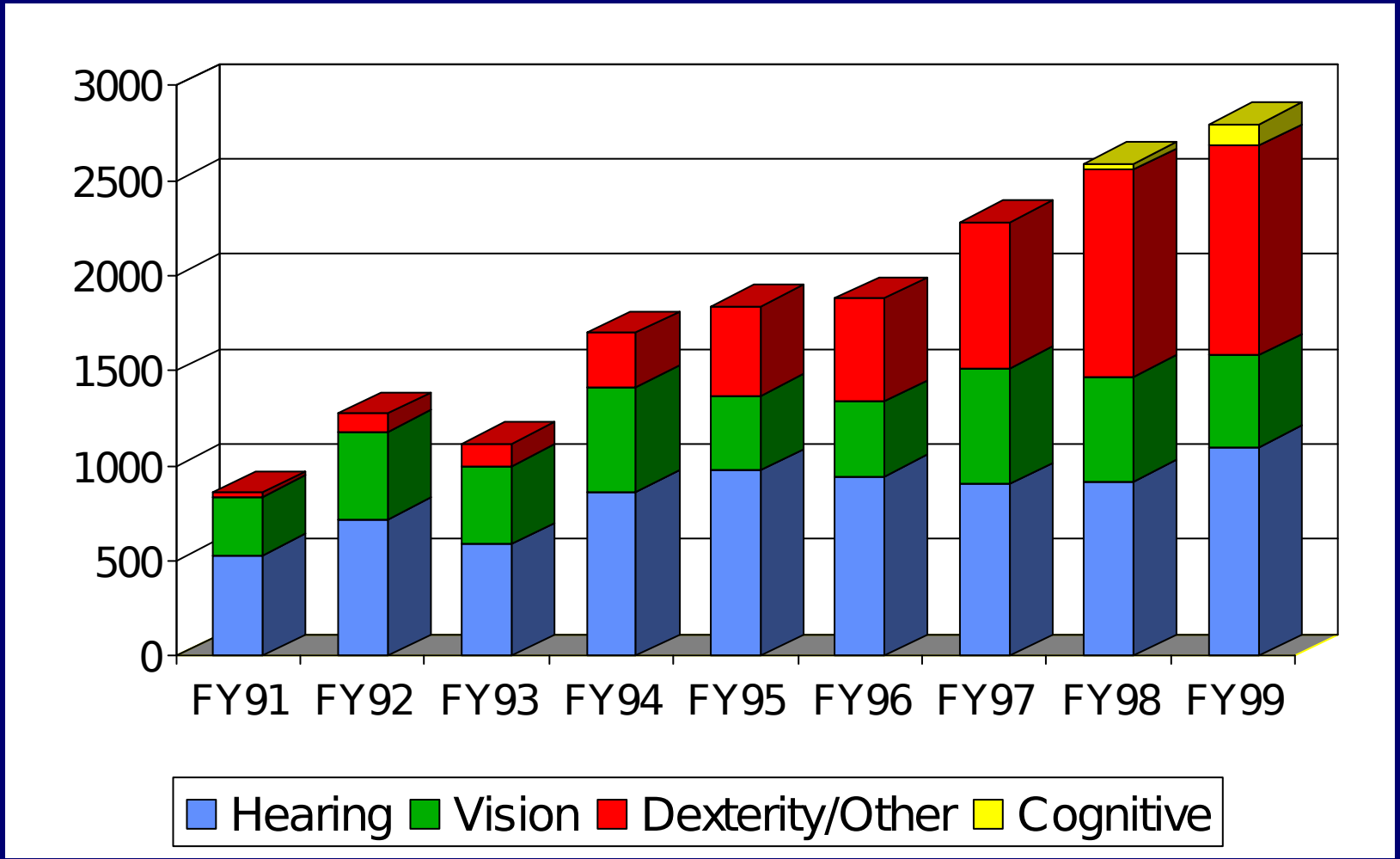

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CAPTEC

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- CAP Technology Evaluation Center (CAPTEC)
- Assist DoD supervisors and individuals in choosing appropriate computer and electronic accommodations
- Wide variety of assistive technology
- Located in the Pentago

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CAP is Accessible

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- CAP Office (Voice/TTY) 703-681-8813
- Fax 703-681-9075
- CAPTEC 703-693-5160 (Voice)
  703-693-6189 (TTY)
- E-mail cap@tma.osd.mil
- World Wide Web
  www.tricare.osd.mil/cap